



CarePartner[®] Telephone With Reminders

Model 9500 User's Manual

PHILIPS
Lifeline

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Congratulations on your choice of the Philips Lifeline CarePartner Telephone with Reminders. For over 30 years, Philips Lifeline has been North America's leading provider of medical alert products and services, and currently we are helping hundreds of thousands of people across the United States and Canada enhance their independence and quality of life.

The CarePartner Telephone with Reminders

The CarePartner Telephone with Reminders is a full-featured telephone that incorporates the benefits of a medical alert service with reminder message functionality. This User's Manual is an easy-to-follow instructional guide that contains all of the information you will need to operate your CarePartner Telephone.

Enhanced Telephone Features

The CarePartner Telephone is equipped with features that enhance daily communication.

- Large, high-contrast push buttons for easy dialing and feature access.
- Lighted keypad for night-time use.
- Speakerphone for hands-free conversation.
- Volume controls for handset, speakerphone and ringer.
- Enunciated dialing feature announces each number as it is pressed to ensure correct dialing.
- Memory dial keys for quick and convenient dialing.

NOTE

Before you attempt to use the CarePartner Telephone, please read this manual thoroughly and refer to the CarePartner Telephone with Reminders Installation Manual as needed.

CarePartner Telephone Features

The CarePartner Telephone with Reminders allows you to call for help 24 hours a day by pressing your Personal Help Button.

- When pressed, the lightweight, waterproof Personal Help Button signals the CarePartner Telephone to call for help.
- VoiceAssist clarifies the operation of the CarePartner Telephone.
- 12 or 24-hour programmable Inactivity Timer notifies the Response Center if you have not reset within the selected time period.
- Red HELP button, when pressed, transmits a help signal to the Response Center.
- Yellow RESET button pressed by a responder signals that help has arrived.
- 24-hour rechargeable battery back-up ensures protection in the event of a power failure.

Reminder Features

The CarePartner Telephone with Reminders can be programmed with up to six user-recorded voice messages that can be set to play at specified times. There are three different types of reminders:

- **Daily** reminders play once every day.
- **Weekly** reminders play once a week.
- **One-time** reminders play only once.


NOTE

Reminders can be programmed from the subscriber's home or from a remote location such as a caregiver's home, nurse's office or doctor's office. For instructions on how to program reminders, see the **CarePartner Telephone with Reminders Installation Manual**. Instructions on how to respond to a reminder are included in this manual.

VoiceAssist

The CarePartner Telephone with Reminders is equipped with VoiceAssist, a friendly, reassuring voice that clarifies the operation of the CarePartner Telephone and makes it easy to use.

Help Alarms

Situation		Message Played
When you press either your Personal Help Button or the red HELP button		"Help call in progress... please wait!"



Time and Date Announcement

VoiceAssist announces the correct time and day of the week each time you press the yellow RESET button.


Enunciated Dialing Prompts (optional)

VoiceAssist has the capability to announce each number as it is pressed. With this enunciated dialing feature, you can be sure that you are dialing correctly.




To turn the enunciated dialing prompts on or off, use the following instructions:

Action		Instructions
To turn the enunciated dialing prompts ON		With the handset on-hook, press: Star (*), 3, 1, 1
To turn the enunciated dialing prompts OFF		With the handset on-hook, press: Star (*), 3, 0, 0

Smoke Alarm (optional Smoke Detector)

Situation		Message Played
Smoke Detector is activated		"Smoke alarm...press yellow RESET to cancel" (ONLY IF RESPONSE IS NOT NEEDED)


Inactivity Timer (optional)

Situation		Message Played
When you lift the Timer switch to the AWAY position		"Away"
When you push the Timer switch down ("AWAY" is not showing)		"Welcome home"
When the Inactivity Timer has expired		"Please press yellow RESET"

Monthly Check-in Feature

The monthly check-in feature reminds you to test your CarePartner Telephone and Personal Help Button.

If you have not pressed your Personal Help Button to contact the Response Center for 30 consecutive days, VoiceAssist will announce a gentle reminder when you press the RESET button or hang up the telephone.

VoiceAssist Message		What the Message Means
"Time to test your Lifeline. Please press the Lifeline button you are wearing."		Press your Personal Help Button to make your monthly check-in call to the Response Center.

CarePartner Telephone Features

Antenna

Receives “help” signals from your Personal Help Button. Do not remove or substitute any other antenna.

Inactivity Timer

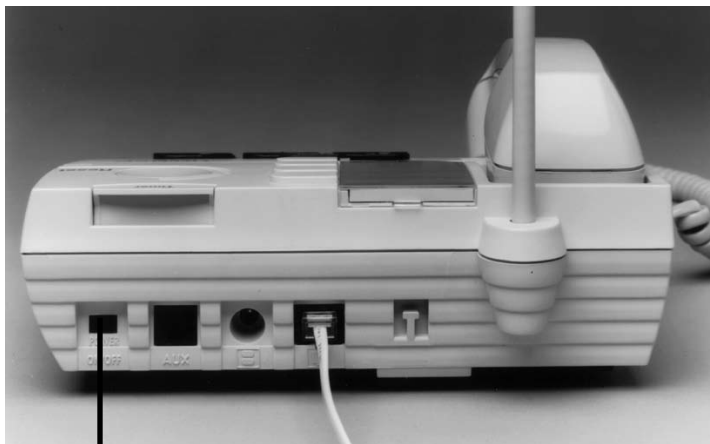
If you are using this feature, leave down when home. Lift up to the “AWAY” position when you are away from home for more than a few hours.

Yellow Reset Button

Pressed by a responder after he or she arrives at your home in response to a “help” signal. This tells the Response Center that help has arrived.

Red help button

Sends a “help” signal to the Response Center when pressed.



Power Switch

Turns your medical alert and telephone features on and off. The power switch must be on at all times to receive the benefits of your Lifeline Service.



Personal Help Button

Signals your CarePartner Telephone to dial the Response Center when pressed.

Using Your Medical Alert Service When You Need Help

Follow this simple procedure if you ever need assistance. To initiate a call into the Response Center, your CarePartner Telephone with Reminders must be installed properly and your Personal Help Button must be pressed within range of your CarePartner Telephone.

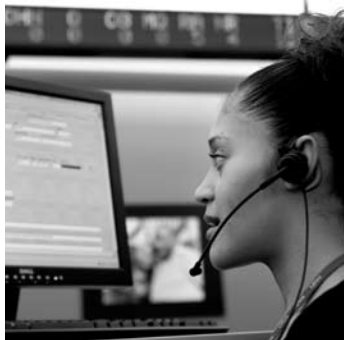


STEP 1: Press your Personal Help Button.

Press your Personal Help Button or the red HELP button on the side of your CarePartner Telephone. Your CarePartner Telephone will beep and VoiceAssist will clarify that a help call is being placed to the Response Center.

Important

Your Personal Help Button has a unique code that ensures that it will activate the CarePartner Telephone with Reminders. If your Personal Help Button must be replaced, contact your Lifeline service provider.



STEP 2: The Response Center receives your call.

A Lifeline Response Associate receives your call and will speak to you through the built-in speakerphone and send the appropriate responder. If you are out of voice range, or if you cannot speak, help will automatically be sent.



STEP 3: Help arrives.

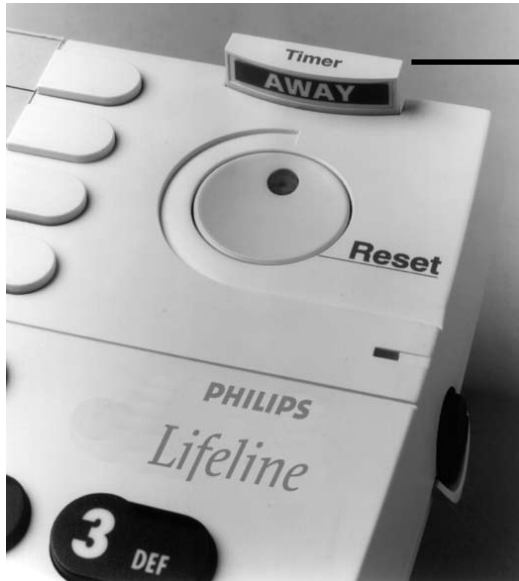
When your responder arrives, he or she presses the flashing yellow RESET button. This tells the Response Center that help has arrived. The Lifeline Response Associate will contact you to see if additional assistance is needed.

If you accidentally press your Personal Help Button or are conducting a check-in call, wait for the Lifeline Response Associate to contact you, then tell them that you do not need assistance.

Important

Monthly Check-in Call: At least once a month you should conduct a Monthly Check-in Call to ensure that your Personal Help Button and CarePartner Telephone are functioning properly. To do this, simply press your Personal Help Button and wait for the Response Center to contact you. Tell the Response Center that you are conducting a Monthly Check-in Call and do not need assistance. Be sure to tell the Response Center of any changes to your household or responder information.

Using the Inactivity Timer (optional)



Set the Timer Switch to the AWAY Position When You Leave Home

If you leave your home for more than a few hours, lift the TIMER switch up to the AWAY position. This stops the timer and assures that a false “inactivity message” is not sent to the Response Center during your absence. Placing the TIMER switch to the AWAY position will also suspend reminder messages. Push the TIMER switch back to the down position when you return home.

Many subscribers like the added safety and security offered by the Inactivity Timer. This feature ensures that the Response Center will automatically check on you if you fail to reset your CarePartner Telephone with Reminders each morning and night. This back-up safety feature will send a call for help to the Response Center and is designed specifically for emergencies when you are unable to get to the telephone or cannot press your Personal Help Button.

Reset the Inactivity Timer Every Day

When the Inactivity Timer is set, you must reset the timer daily. Reset the Inactivity Timer by pressing the yellow RESET button. Make pressing the yellow RESET button part of your morning and evening routine. Many subscribers reset their CarePartner Telephone each morning when they rise and each evening when they go to bed. If you ever forget to reset the Inactivity Timer, your CarePartner Telephone will beep a 5-minute warning before calling the Response Center. VoiceAssist will prompt you during the warning period. If you do not need help, press the yellow RESET button to silence your CarePartner Telephone.

NOTE
See the
**CarePartner
Telephone with
Reminders
Installation
Manual for
instructions on
how to program
your Inactivity
Timer.**

The Reminder Message

When it is time for a reminder message to play:

- 1.The CarePartner Telephone chime sounds.**
- 2.The current time is announced.**
- 3.The CarePartner Telephone says, “Reminder. Please press yellow RESET to hear your message.”**

This will repeat every 15 seconds until you respond by pressing the yellow RESET button.

- 4.You press the yellow RESET button.**

By pressing the yellow RESET button, you acknowledge that you are ready to hear the reminder message.

- 5.The CarePartner Telephone plays the recorded message(s).**
- 6.After a 3-second pause, the CarePartner Telephone says, “If you would like to repeat this message, press yellow RESET.”**

This gives you the option to hear the message(s) again. There will be a 10-second interval during which you can press the yellow RESET button to play the message(s) again. After 10 seconds have passed without the yellow RESET button being pressed, the reminder message(s) will stop playing.

For all reminders, the Carepartner Telephone will sound chimes continuously for up to two (2) hours to encourage the subscriber to press the yellow RESET button.

If you have a question about the reminder features, call the number listed on your Quick Reference Card.



Memory Dial Buttons

Each memory dial button automatically dials a stored telephone number when pressed.

Speakerphone Button

For hands-free conversation.

Keypad

Oversized, easy-to-read keys. Keys light up when you lift the handset or press the speakerphone button to dial a call, and flash when the telephone is ringing.

Using Your Telephone Features



Speakerphone Volume Control

Speaker volume can be adjusted for listening preference.



Ringer Volume Control

Adjusts the ringing volume.

Handset Volume Control

Adjusts the receiver volume for listening preference.

Volume Controls

Your CarePartner Telephone with Reminders allows you to control the volume of the speakerphone, ringer and handset:

- **To raise the volume...**slide the control away from you.
- **To lower the volume...**slide the control toward you.

Speakerphone

The speakerphone feature allows you to place or answer calls without using the handset:

- **To place a call...**press the speakerphone button, then dial the desired number.
- **To receive an incoming call...**press the speakerphone button while your telephone is ringing.
- **To turn off the speakerphone and make your call private...**lift the handset at any time during your conversation.
- **To hang up a speakerphone call...**press the speakerphone button.

Hands-Free Answering of Your Phone

To answer an incoming call, press the speakerphone button or your Personal Help Button while your telephone is ringing. To hang up a speakerphone call, press the speakerphone button or your Personal Help Button.

Warning

Only press your Personal Help Button to answer an incoming call while the telephone is ringing. If you press your Personal Help Button at any other time, it will signal your CarePartner Telephone to send a “help” call.

How to Store a Number for Memory Dialing

Each of the four memory dial buttons can store a telephone number that is up to 15 digits long. The telephone numbers stored in memory are automatically dialed with one touch of the appropriate memory dial button.

STEP 1: With the handset on-hook, press the pound key (#).

STEP 2: Enter the telephone number to be stored. Use the star key (*) to insert pauses (if needed).

To access the memory dial card, lift the clear protector up from the rear, and slide the card out of the slot.



STEP 3: Select and press one of the four memory dial buttons within 8 seconds.

- If you successfully complete steps 1–3, your CarePartner Telephone will beep three times and then announce the number you programmed.
- If you fail to complete steps 1–3 properly, your CarePartner Telephone will sound a continuous tone; try again.

STEP 4: Label each key that you program using the card located next to the memory dial buttons.

Using Memory Dialing

To use a memory dial number, lift the handset or press the speakerphone button. Then press the correct memory dial button. To program your memory dial buttons, see the “How to Store a Number for Memory Dialing” section above.

NOTE:

If you make a mistake while programming or wish to change a memory dial number, repeat Steps 1–4.

If you wish to erase a memory dial number, complete Steps 1 and 3 only.

To program a memory dial number properly, you should wait no more than eight (8) seconds between steps.

Your memory dial numbers will not be lost if you lose power or unplug your CarePartner Telephone.

Care and Maintenance

It is important to periodically clean and test your CarePartner Telephone with Reminders and your Personal Help Button.

Cleaning Your CarePartner Telephone

Keep free of dust by wiping with a soft cotton cloth. If additional cleaning is required:

STEP 1: Turn the POWER switch OFF, and unplug the AC power adapter from the electrical outlet. Unplug the telephone cord from the wall jack.

STEP 2: Slightly dampen a soft cloth with a mild all-purpose cleaner and gently wipe surfaces clean. Do not use detergent or abrasive cleaners on your CarePartner Telephone.

STEP 3: Reconnect the AC power adapter, reconnect the telephone cord to the wall jack, and then turn the POWER switch back ON.

STEP 4: Test your system by pressing your Personal Help Button and speaking with the Response Center.

WARNING: Do not use spray cleaners directly on your CarePartnerTelephone. Excessive moisture will cause damage.

Cleaning Your Personal Help Button

Your Personal Help Button is completely waterproof, so you can submerge it in warm water for easy cleaning.

STEP 1: Turn the POWER switch on the back of your CarePartner Telephone OFF. This ensures a false “help” call won’t accidentally go **through while you are washing your Personal Help Button.**

STEP 2: Wash your Personal Help Button with a mild liquid dish washing detergent. Rinse and dry with a soft towel. To clean your wrist strap or adjustable neck cord, wash with mild liquid dishwashing detergent. Rinse well, blot excess moisture with a towel and allow to air dry.

STEP 3: Turn the POWER switch on the back of your CarePartner Telephone to the ON position.

STEP 4: Test your system by pressing your Personal Help Button and speaking with the Response Center.

Accessories for Your CarePartner Telephone with Reminders

For information about these optional accessories for the CarePartner Telephone, contact your Philips Lifeline service provider.

The Philips Lifeline Smoke Detector (Model SA300)

A battery-operated, wireless smoke detector that calls for help over your CarePartner Telephone at the first sign of smoke.

Additional Personal Help Buttons

For your spouse or any additional household members.

Philips Lifeline Access™ Transmitter (Model AT314)

Extends the benefits of Philips Lifeline Medical Alert Service to people who are unable to press our standard Personal Help Button. Accommodates a variety of external switches that will activate your CarePartner Telephone. With these switches, even individuals who do not have the use of their hands can use the Lifeline service.

Batteries and Service

Your CarePartner Telephone with Reminders uses a factory-installed 6V, 0.5Ah rechargeable battery, located in the battery compartment beneath the memory dial card. The battery must be connected at all times to ensure back-up battery operation during power outages. This battery will provide approximately 24 hours of back-up power should your CarePartner Telephone lose AC power.

Important

Your CarePartner Telephone battery should be replaced every three years. Contact your Philips Lifeline service provider for replacement.

The Personal Help Button Battery

Each Personal Help Button has a non-replaceable battery. Personal Help Buttons must be replaced on or before the expiration date printed on the back of each button.

Important

You should press your Personal Help Button once every month to ensure that it is working properly. For assistance, call your Philips Lifeline service provider.

Service

Every CarePartner Telephone and Personal Help Button is manufactured to high quality standards. Philips Lifeline equipment is factory serviceable only and must be serviced by Philips Lifeline. Repairs are guaranteed for 90 days from date of repair and are warranted for the balance of the initial warranty period. If you require information on obtaining service or repairs, call your Philips Lifeline service provider.

Troubleshooting Guide

Condition	Meaning	Possible Cause	Correction
Green POWER light is OFF.	CarePartner Telephone with Reminders is not receiving power.	Power switch is off.	Check to make sure the ON/OFF power switch on the back of the CarePartner Telephone is in the ON position.
		The CarePartner Telephone is unplugged and there is either no battery or a dead battery in the battery compartment.	Make sure that the AC power adapter is firmly plugged into the wall.
		Outlet is controlled by a wall switch.	Plug the CarePartner Telephone into an outlet that is not controlled by a wall switch.
		Power Failure. Back-up battery out of power.	Your CarePartner Telephone will work as a basic telephone (including Memory Dialing) until power is restored. The back-up battery will recharge when power is restored.
Green POWER light is flashing and phone has dial tone.	AC power is not available. The CarePartner Telephone is operating on backup battery.	Loss of electrical power.	Make sure that the AC power adapter is connected to an outlet that is receiving power and is not controlled by a wall switch. Check with your electrical company to restore power.
Green POWER light is flashing and phone has no dial tone.	Telephone line is not available.	The CarePartner Telephone is not connected to the telephone line.	Make sure that the CarePartner Telephone is plugged into a working telephone jack.
		Another telephone in your house is off the hook.	Make sure that all telephones in your house are on the hook.
		Loss of telephone service.	Check with your telephone company to restore telephone service.
Yellow RESET light is ON.	CarePartner Telephone is in test mode.	The RESET button on the top of the CarePartner Telephone was pressed.	Press the RESET button to exit TEST mode. Refer to the testing section in the CarePartner Telephone with Reminders Installation Manual.



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